

Incorrect Color Stickers at SSTs

Program Problem

The Self Service Terminals (SSTs) were erroneously loaded with red 2011 sticker material rather than yellow 2010 sticker material.

Background

This problem is being rectified, but the earliest the correct sticker material will be available is November 21, 2008. SSTs do not contain preprinted stickers; the sticker is printed at the time of issuance.

Renewals for 2010 have been suspended at all SSTs. Until the problem is resolved, the SSTs will display an error message notifying customers that 2010 renewals cannot be processed.

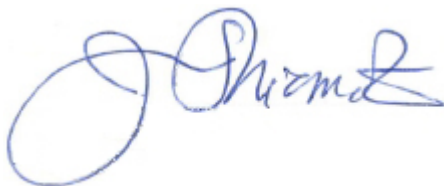
Sixty-four customers received the incorrect color stickers. These customers will be contacted by headquarters and issued the correct stickers by mail.

Distribution

Notification that this memo is available online at www.dmv.ca.gov under Publications was made via e-mail alert in November 2008.

Contact

Call the DMV Customer Communications Section at (916) 657-6560 for further clarification of this memo. Upon request, this document can be produced in Braille or large print.

A handwritten signature in blue ink, appearing to read "J. Shiimoto".

JEAN SHIOMOTO, Deputy Director
Communication Programs Division